

NEED HELP?
CALL 1300 TELSTRA
CONTACT YOUR TELSTRA ACCOUNT EXECUTIVE
www.telstra.com.au/business-enterprise/



©2012 Telstra Corporation Limited. All rights reserved.

© Registered trademark of Telstra Corporation Limited ABN 33 051 775 556.

*For Microsoft® SaaS products, data may be stored overseas.

15283-0712/Telstra



TELSTRA
CONNECTED
CLOUDS



TELSTRA CONNECTED CLOUDS

WORLD-CLASS INFRASTRUCTURE, APPLICATIONS AND SERVICES ACROSS AUSTRALIA'S LARGEST COMMUNICATIONS NETWORK.

Access the latest technology, networks and cloud services when and where you need them. Our flexible payment options allow you to only pay for what you use and free up capital to invest in your business.

YOUR VIRTUAL BUSINESS AWAITS

We've opened up the reach, coverage and performance of Australia's largest communications network and made it available to your organisation on demand.

Telstra Connected Clouds provides infrastructure, unlimited local storage and a range of security options to suit your needs. It's easy to adjust Information Communication Technology (ICT) resources dynamically. And as you only pay for the services you use, you don't tie up capital expenditure in technology management and maintenance.

Our growing selection of hosted software brings your business smart, cost-efficient communication, collaboration and office productivity applications, including Enterprise Resource Planning (ERP) and Customer Relationship Management (CRM). Staff can access data and applications throughout Australia and across the globe, using the device that's right for you, without worrying about downtime.

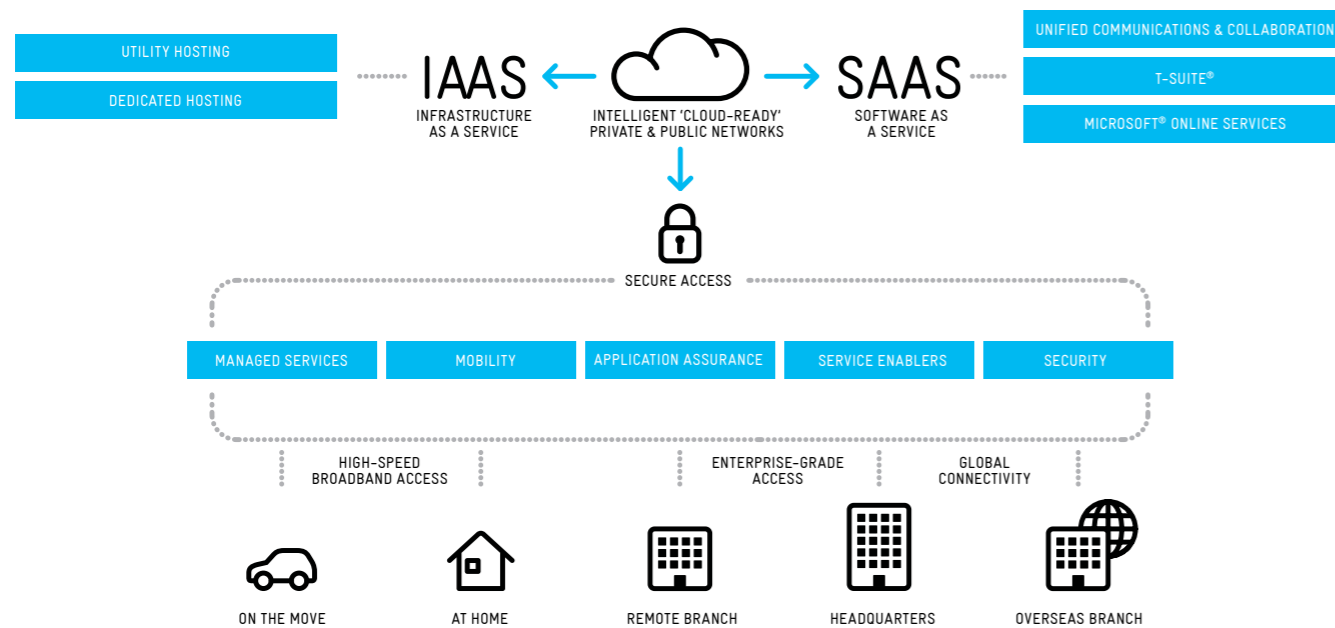
THE RELIABILITY YOU NEED

We know that organisations can't afford to take chances with data. That's why we proactively maintain our network services at 99.999% availability, which is the rigorous standard required to support mission-critical applications for Australian government and business.

BENEFIT FROM SECURE
AND AGILE ICT, SOFTWARE
THAT'S ALWAYS UP-TO-
DATE, AS WELL AS SIMPLE
BUDGET AND RESOURCE
MANAGEMENT.



YOUR CHOICE OF CLOUD SERVICES



Powered by:



INFRASTRUCTURE AS A SERVICE (IAAS)

Forget the challenge of in-house management. Access the computing power and storage you need, as you need it, over a secure Virtual Private Network.

Choose a computing model

Telstra gives you two easy options to suit your business needs:

- Utility Hosting gives you immediate access to shared storage and servers.
- Dedicated Hosting provides highly secure server platforms for your exclusive use managed by you or Telstra.

A choice of pay-as-you-go or subscription models reduces your total cost of ownership. To protect your company information, we offer around-the-clock monitoring, a backup/restore capability and a suite of cloud protection services.

Choose your operating system

Manage your own operating system or let Telstra manage it for you. We support a range of operating systems including Microsoft® Windows™, Oracle® Solaris, Red Hat® Enterprise Linux® and SuSe® Enterprise Linux.

Choose your storage options

Match storage to your needs with our extensive options. These include full data redundancy and a Backup as a Service solution over the Telstra Next IP® network to assist your organisation with data protection and recovery needs. You can easily scale your service or storage up or down without impacting business continuity.

SOFTWARE AS A SERVICE (SAAS)

Get secure access to the enterprise tools you need while we look after the security, licensing, performance and maintenance. Your software is hosted in a fully managed secure environment over your choice of public (internet) and private (IP-VPN) networks.

Communications & Collaboration

Take advantage of simple and secure communications and collaboration tools that work together to provide an enhanced productivity experience.

- Microsoft® Office 365, part of Microsoft® Online Services, provides immediate access to a suite of desktop and hosted enterprise applications including:
- Microsoft® Exchange Online – email, calendars and contacts;
- Microsoft® SharePoint® Online – collaborations and document sharing;
- Microsoft® Lync™ Online – instant messaging, presence, screen sharing and web conferencing; and
- Microsoft® Office (Office Professional Plus and Office Web Apps) – offering desktop and browser based versions of Word®, Excel® and PowerPoint®.

You can host sophisticated web-based conferencing through either Microsoft® Lync™ Online or Cisco® WebEx – all your attendees need is an internet connection. Integrate your cloud services with Telstra IP Telephony and give your staff business-to-business video and high-definition voice calling.

Enterprise Resource Planning (ERP)

Telstra Hosted SAP® with Accenture is a complete managed service. We offer cutting-edge, scalable SAP solutions hosted in Telstra's secure private cloud. It's the smart way to innovate and be competitive without investing in technology or management.

Contact Centres

Our innovative Web Contact Centre solutions enable you to quickly establish multi-channel customer support and sales operations – including phone, email, fax, live web chat and web call back. Easily adjust the number of seats to suit your volume requirements.

SECURITY

Migrate to cloud services with confidence. With years of experience in managing network security for banks and defence organisations, Telstra sets the standard in cloud security. Our Hosted Security Services provides dedicated hosting customers with cost effective 24/7 ICT protection. This service is ideal for organisations that are exposed to serious security risks from direct internet access. We offer managed firewall, managed intrusion protection and email and web protection.

To provide secure and superior availability, we have created leading-edge facilities including:

Telstra Global Operations Centre (GOC)

A dedicated team of almost 400 engineers work to maintain the network 24/7 using sophisticated monitoring and control systems that can identify and respond to incidents immediately.

Telstra Managed Network Operations Centre (MNOC)

Over 140 experts provide proactive 24/7 customer network monitoring and maintenance. We can respond instantly to network issues – usually before you notice a fault.

Telstra Security Operations Centre (TSOC)

This ASIO T4 accredited facility provides a 24/7 monitoring and security incident response capability for Telstra and customer infrastructure. The TSOC also provides government accredited and Information Security Manual (ISM) compliant products to deliver secure services to enterprise and government clients.

NETWORKS

Cloud services are only as good as the network that delivers them. This makes exceptional coverage, performance and reliability essential for success.

Exceptional coverage

Enjoy coverage to 99% of Australians and connections to the world through the Telstra Next G® network, which is fully integrated with the Telstra Next IP® network. This enables you to extend cloud services to mobile staff, customers and suppliers in more places across Australia and the world.

Performance

To make sure bandwidth-intensive cloud services – such as video conferencing – perform at peak, Telstra networks feature inbuilt quality of service tools that prioritise traffic and assign sufficient capacity.

Reliability

The Telstra Next IP® network provides 99.999% reliability, supporting mission-critical applications for enterprises.

THE TELSTRA ADVANTAGE

HOW TELSTRA CONNECTED CLOUDS CAN HELP YOUR BUSINESS



TELSTRA INVESTS HUNDREDS OF MILLIONS OF DOLLARS IN CONTINUALLY UPDATING OUR NETWORKS AND DATA CENTRES SO YOU DON'T HAVE TO RISK YOUR OWN INVESTMENT.

GET EXPERTS WORKING FOR YOU

Telstra provides a dedicated enterprise account management team who manage network and cloud services seamlessly with one point of contact and end-to-end Service Level Agreements for both application performance and availability.

We also offer cloud consulting, including whole-of-business or domain-specific cloud strategies, to help you realise the full benefits of the cloud. Integration and migration specialists from Telstra and Accenture work with you to identify opportunities and appropriate deployment models – public, private or hybrid clouds. We can also integrate your existing industry-specific software (including Oracle®, SAP®, Microsoft®, Citrix®) or hosted applications into the cloud.

GET THE SECURITY YOU NEED

With Telstra's IaaS solution, business information is stored in Australian data centres*. Data remains fully auditable under Australian jurisdiction, helping you to comply with governance and privacy requirements. We also maintain separate internet and private IP networks, so we can isolate and contain Distributed Denial of Service Attacks. If you're managing highly sensitive data we're one of only a few organisations with their entire Infrastructure as a Service platform compliant to ISO27001 certification.

REDUCE RISK, INCREASE INNOVATION

We partner with leaders like Accenture®, Cisco® and Microsoft® to plan and deploy the technology for tomorrow. We manage the ICT lifecycle with a continual refresh program so you gain the benefit of technology innovations faster, keeping you at the leading edge.

RETAIN CONTROL

We offer impartial advice to help you select the best solution for your business and we won't lock you in to a specific operating system, database, type of storage or server.

Our online management portal lets you quickly configure and provision applications or infrastructure, have visibility of network and application performance, and use advanced tools for service monitoring and management.

CONTAIN COSTS

Predictable monthly charges make budgeting easier and the costs of continual maintenance, updates and technology refreshes are virtually eliminated. You can also opt for a simple pay-as-you-go model and only pay for what you use.

IMPROVE AGILITY

IT staff can rapidly provision email, enterprise applications and the latest collaboration tools to any staff, including temporary or mobile staff. When demand drops, services can be scaled down without leaving you with redundant infrastructure. You can also be more innovative, as new projects can be trialled without having to invest in new servers and storage, or waiting for them to be deployed.

MANAGE GROWTH

Email attachments, video communications and file sizes are growing exponentially along with an increasing requirement for compliant archiving. To help you manage increased demands, Telstra cloud services provide access to increased storage when required, with security levels to match legislation.

CONNECT FROM MORE PLACES

Telstra has Australia's largest integrated IP platform comprising the Telstra Next G® network and Telstra Next IP® network. These networks link to more than 230 international locations via our global IP-VPN.

WHY TELSTRA?

Telstra provides network services and solutions to more than 200 of the world's top 500 companies. They rely on us to do business across 240 countries and territories and to enable greater productivity, efficiency and growth. Telstra solutions offer the best of all worlds – skilled people and a rich portfolio of services delivered on our world-class Telstra Next IP® network and Next G® network. To ensure reliable performance, they're monitored and maintained from our dedicated centres using advanced management and operational systems. And they're backed by Telstra Enterprise-grade Customer Service® and one of Australia's largest and most qualified field and technical workforces.